KATRINA DISASTER HOUSING ASSISTANCE PROGRAM (KDHAP) APPLICATION

USER GUIDE

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

October, 2005

Revision Sheet

Release No.	Date	Revision Description
.1	9/30/2005	Initial draft
.2	10/7/2005	Revision
.3	10/12/2005	Revision

KDHAP APPLICATION USER MANUAL

TABLE OF CONTENTS

1 READ BEFORE USING THE SYSTEM

1.1 Overview

This document is designed to assist users with the use of the Katrina Disaster Housing Assistance Program (KDHAP) Application. The purpose of KDHAP is to support a joint temporary housing assistance program between of the U.S. Department of Housing and Urban Development (HUD) and the Federal Emergency Management Agency (FEMA). KDHAP is designed to streamline the processing of families who lost housing as a result of the Katrina hurricane disaster and were assisted by HUD rental assistance programs. In addition the program will also provide similar assistance to families who were homeless prior to the disaster. The application provides verification of family eligibility and allows data entry for their new or temporary housing assistance details.

1.2 Who Should Use This Manual

There are broad categories of users of the system:

a. Housing Authorities (HAs) – specifically personnel who already work with Section 8 housing
b. HUD Users and HUD relocation assistance contractors
c. Guest (Usually non-HUD, non-HA contract staff, including FEMA staff and FEMA travel assistance contractors)

When using the system, these different users will be able to perform actions based on their assigned roles in the system. Access rights for each user type are described in the table below.

Actions	HA User	HUD User	Guest User
1. Search for a family	Yes	Yes	Yes
2. Update family information	Submit-modify[1]	Submit-modify[*]	Submit-modify
3. Assign family to a PHA	Submit-modify	Submit-modify	Submit-modify
4. Record a family's lease	Submit-modify	Submit-modify	(no access)
5. Non-KDHAP available inventory	Submit-modify	Submit-modify	Read only
6. View KDHAP Reports	Read only	Read only	Read only

Table 1. – User Access Rights

1.3 What You Need To Use the System

a. An understanding of Katrina Disaster Housing Assistance Program Interim Operating Requirements
b. A User ID in the PIC-IMS (PICTEST) system
c. Access to be granted to the KDHAP Application (See Appendix A)

1.4 Who Can Be Processed By the System?

Families are eligible to receive assistance through this program if, they fit into the following criteria immediately prior to Hurricane Katrina. The criterion is as follows:

a. Families receiving HUD housing assistance
b. Families were homeless

Additionally, under the KDHAP program, families who will receive benefits must have:

a. Already been processed by FEMA and have a FEMA ID

[1] HA and HUD Users can modify lease information, where as Guest users do not have access to the "Lease information" part of the form.

b. Prior housing is unavailable as certified by FEMA.
c. Families are with or have available to them, information that identifies their head-of-household

2 USING THE KDHAP SYSTEM

STEP 1a + b. - LOGON

Step 1a.

1) Open a browser window (Internet Explorer) and go to the following URL:
   https://pictest.hud.gov/
   (Be sure to include the 's' at the end of 'https')

2) If you receive a security window as illustrated in Figure 1a, you must click 'Yes' to proceed into the system. This is normal and for security purposes.

3) If you do not receive this window, proceed to Step 1b.



Figure 1a. You may see this box - Click 'Yes'

Step1b.

1) Type in your User ID and Password and click on 'Logon to PIC'.

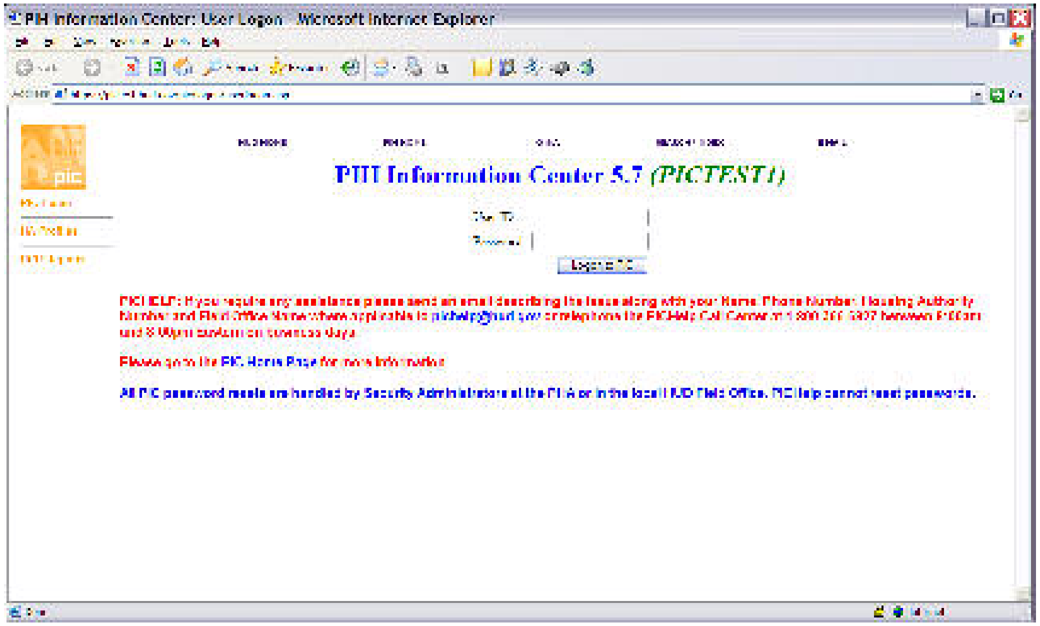


Figure 1b. – User Logon

STEP 1c. – NEW USERS (FEMA) ONLY – UPDATE USER PROFILE

The first time a new user logs onto the KDHAP/PIC-IMS system, they are brought to the User Profile screen. Here they will have to update their account information as described in Figure 1c. as well as in the text below.

1) Update all contact information including name and other required fields

2) For the password, please be sure to type in a minimum of eight (8) characters, including numbers, symbols, and characters.

3) When you are finished updating the information, click on the save button at the bottom right of the screen.

4) Proceed to Step 2 below.

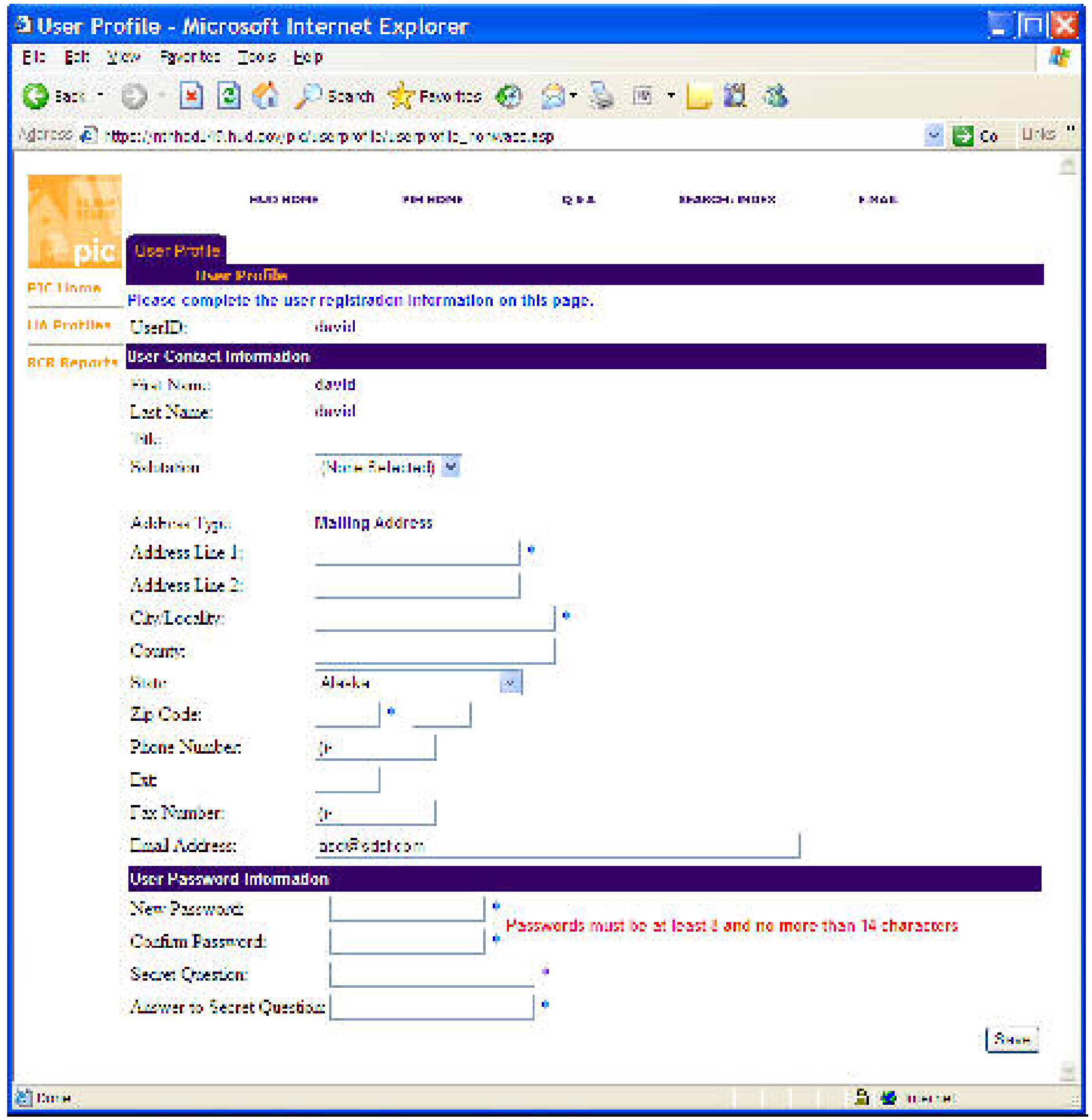


Figure 1c. – Updating the User Profile for New Users

STEP 2. – NAVIGATE TO KDHAP APPLICATION

1) Once logged in, you should see a screen similar to Figure 2 on the right. (note: depending on your access rights, you may have fewer or more options on the menu on the left)

2) On the left menu bar as in Figure 2, click on “PIH Information”. From the appearing submenu, select the fifth item titled, “KDHAP”.

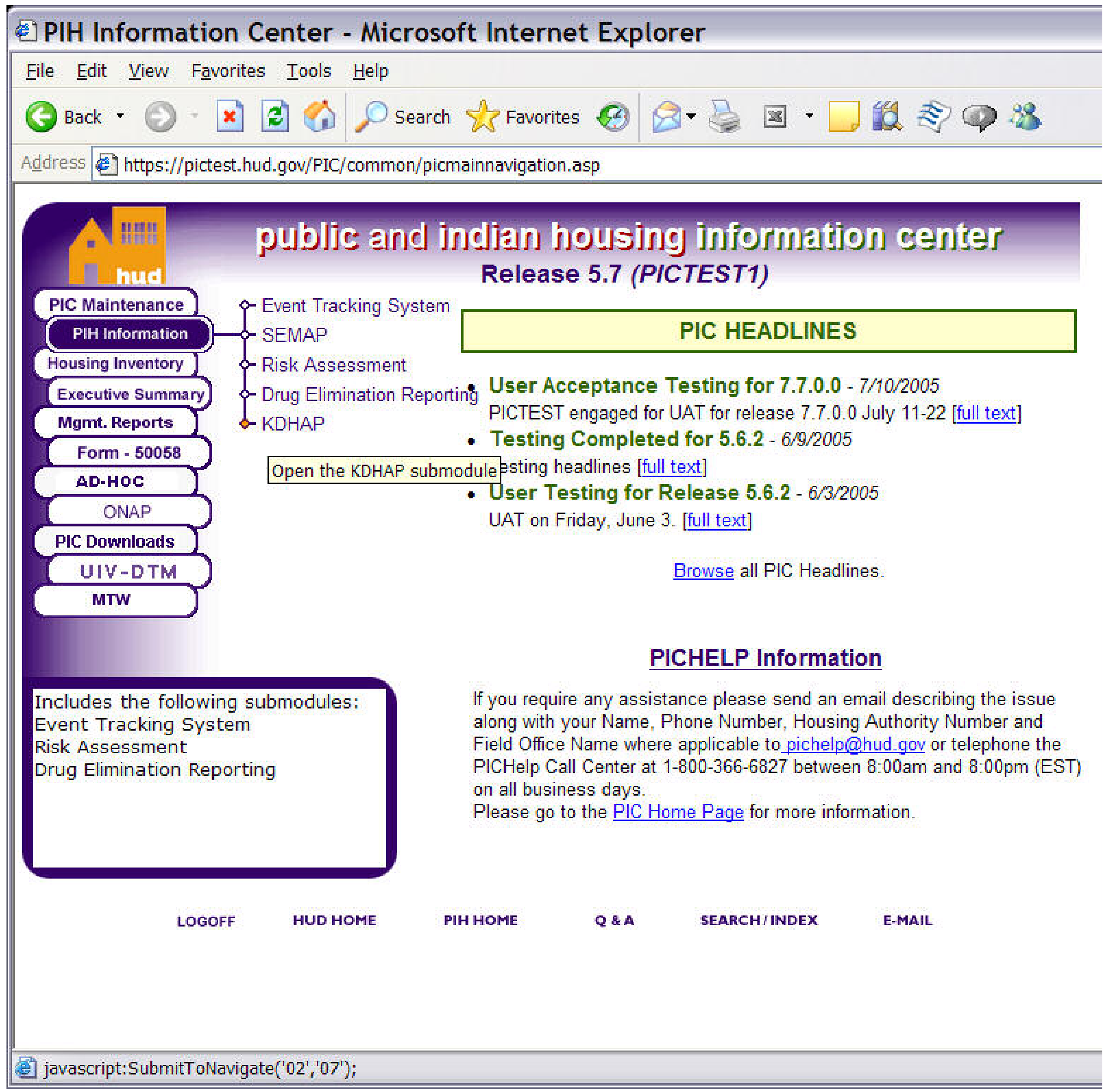


Figure 2. – Select PIH Information, KDHAP

STEP 3. – PRIVACY ACT WARNING AND ACCEPTANCE

1) Clicking on the “KDHAP” menu item will bring you to the “Privacy Act (See Figure 3) Statement and Compliance Notice.” Click “Agree” if you are in agreement with the terms.

Note

You cannot access the KDHAP system without agreeing to this Notice.

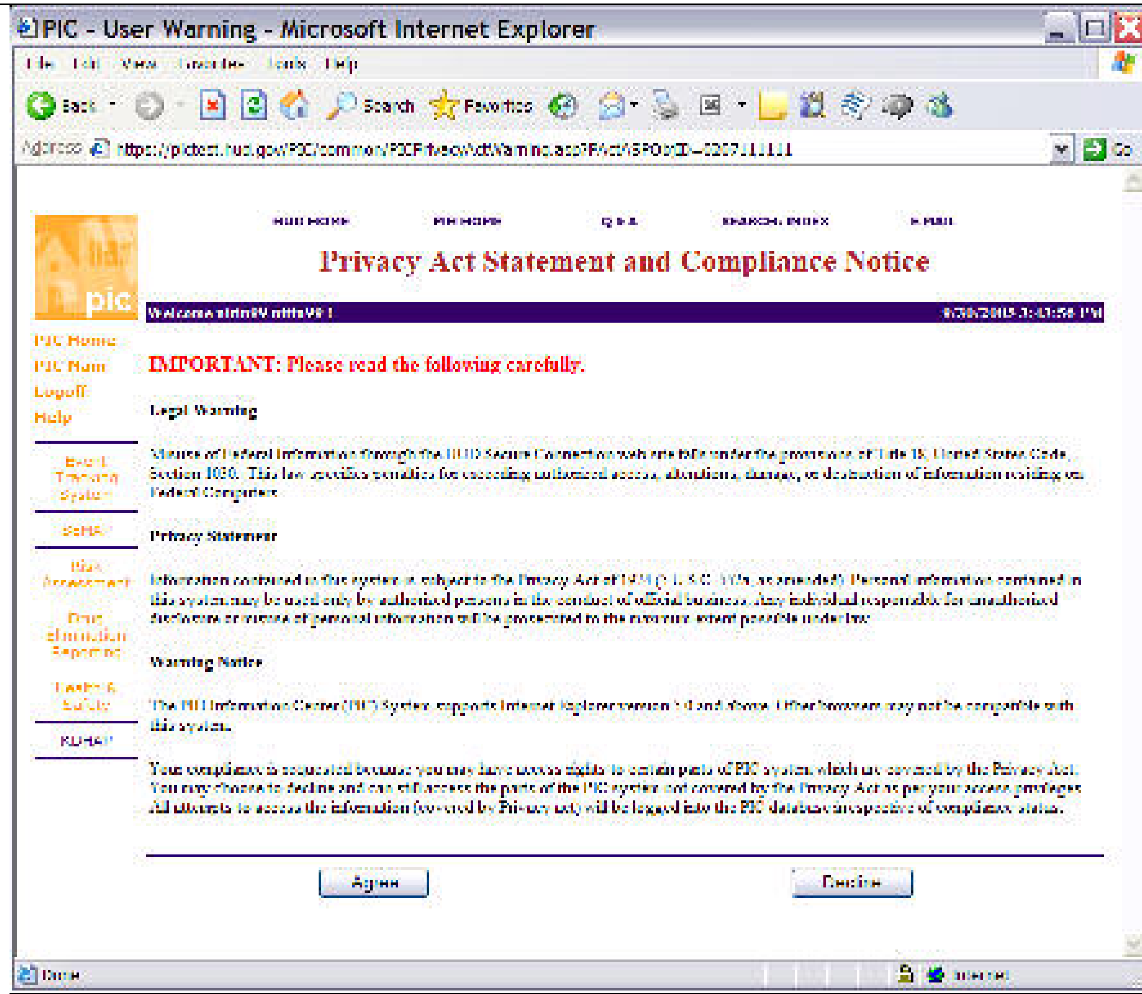


Figure 3. – Read before accepting

STEP 4a. – FINDING A RECORD BY HEAD OF HOUSEHOLD INFORMATION

After accepting the Privacy Act Notice, the Search for Household Assistance Details page opens as demonstrated in Figure 4.

1) Use this screen to retrieve records one of three ways:
   a. **Social Security Number (SSN)**
   b. **FEMA ID**
   c. **Other Information** – Type in last name, first name (optional) and, at a minimum, one of the following characteristics: Sex, and/or date of birth to appear as such, (MM/DD/YYYY).

2) Click the corresponding **Search Button**.

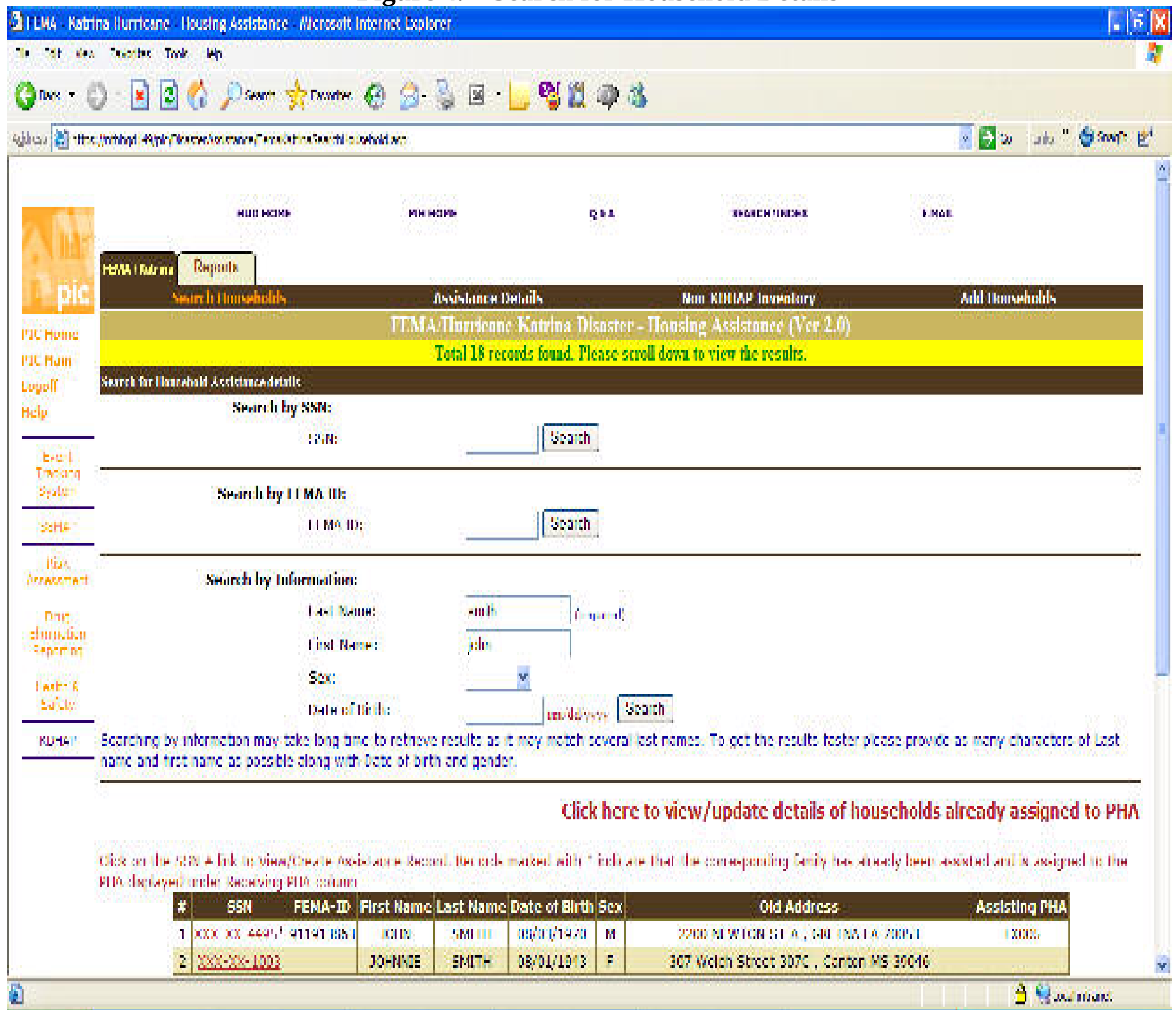
Notes

Search – When Searching by Information Last name and one of the following is required :
- First name
- Date of birth
- Sex

System Access – System security is role based, so some functions may not be available to you. For a detailed explanation, please see *Section 1*. - *"Who Should Use the System."*

Functionality – When a family is found, KDHAP may be used to record information about that family including: Updated family information, assignment to a PHA, and recording a family's lease (for HUD reimbursement).

Figure 4. – Search for Household Details



STEP 4b-1. – SELECTING THE CORRECT HOUSEHOLD RECORD

1) Search results appear in a table at the bottom of the screen. (See Figure 5)

2) Review the list to find the correct record.

3) When you find the record, click on its SSN, which is the first field at the left of the table.

4) An asterisk next to an SSN number indicates that the Household is already assigned to a PHA (shown in last column) for assistance.

5) Click on the SSN number link to edit the assistance details.

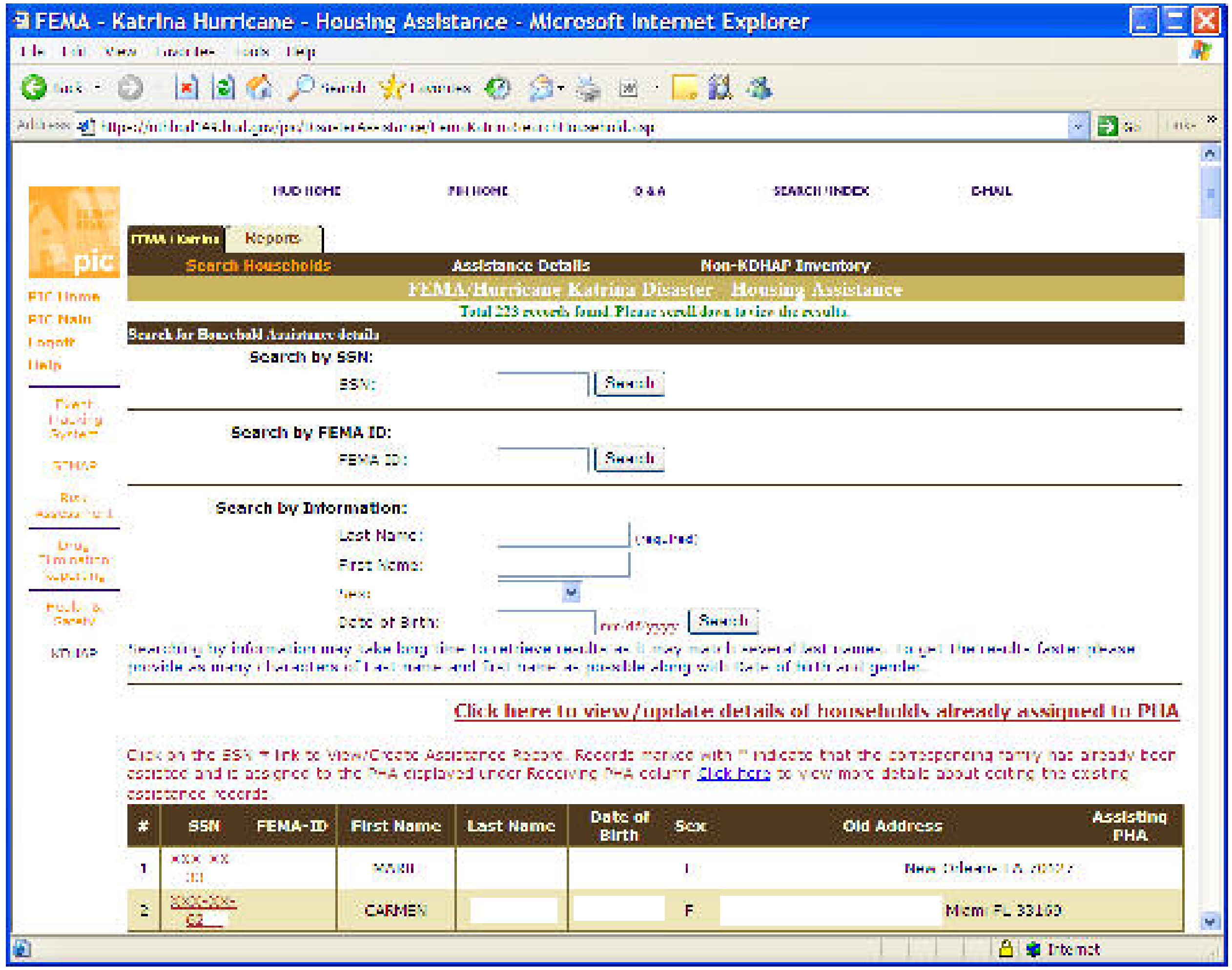


Figure 5. – Click on the SSN for the record to view/edit

Notes

If a family cannot be found in the database, confirm the following:

- They have the correct head of household information – This is needed to access the household information
- They have been processed by FEMA, and not in the last 24 hours –When receiving information from FEMA into KDHAP there is one day delay.

STEP 4c-1. –VIEWING/EDITING FAMILY ASSISTANCE DETAILS

Required Fields

1) The following fields MUST be updated before the record can be saved. (See Figure 8)
   - **a. Family Category**
     - i. PH - Displaced Public Housing Resident
     - ii. VO - Displaced Voucher Family
     - iii. OH - Displaced Other Federally Assisted Housing Family
     - iv. HL – Homeless
   - **b. New Program Type (required if a 'Receiving PHA' is selected)**
     - i. NV - KDHAP Voucher[2]
     - ii. PH - Public Housing
     - iii. PI - Voucher Port In
     - iv. VA - Voucher Absorbed
   - **c. Bedroom Size (Prior and Requested)**
   - **d. Family Members (if applicable)**
   - **e. Total Number of Family Members**

2) **Rest of the fields are optional.**

3) **This form can accept details of up to 9 more family members. If a family has more members, simply select the total number. First name and Gender is required for each valid entry.**

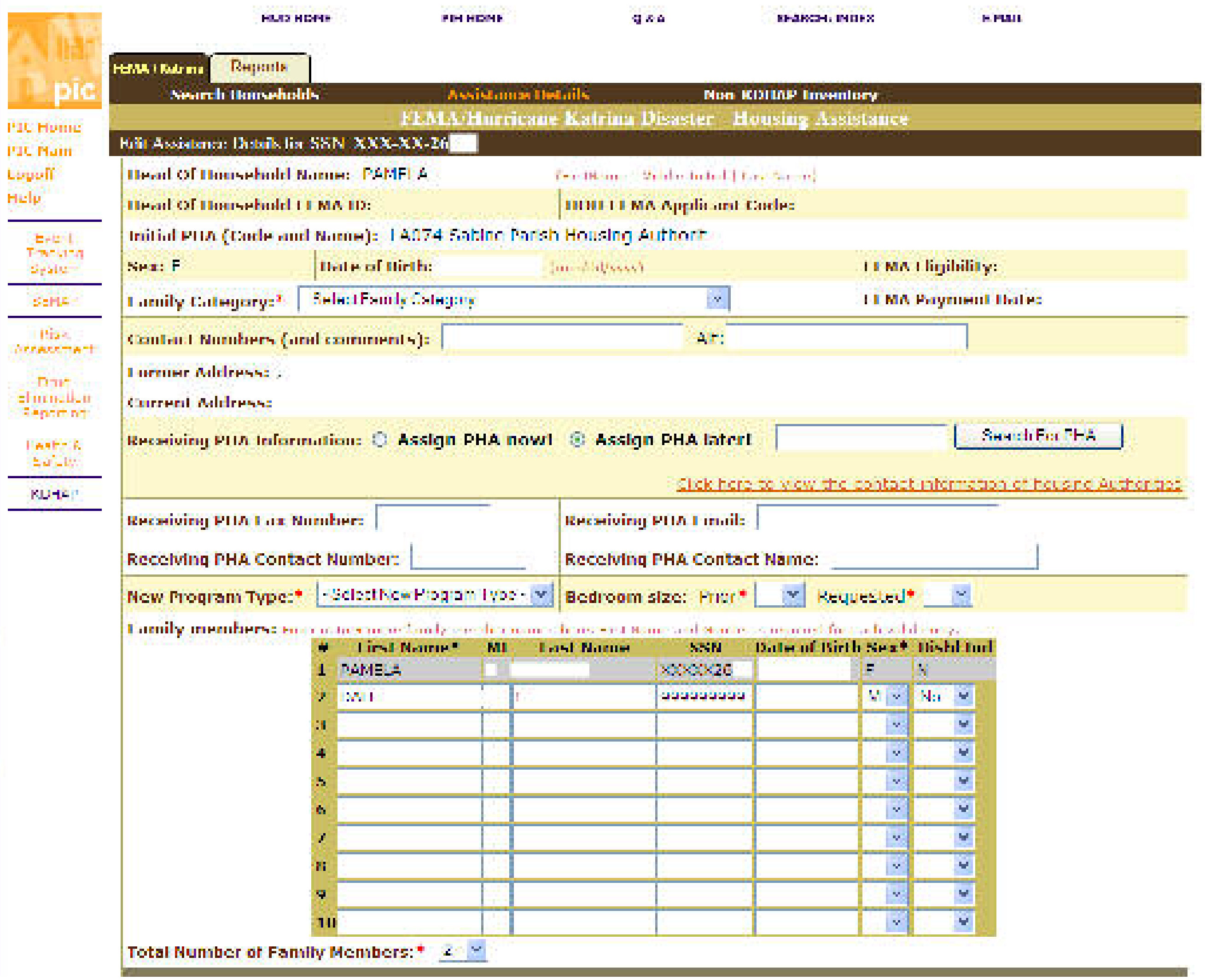


Figure 8 – Edit Family Assistance Details

[2] A FEMA ID is required to select "NV – KDHAP Voucher" as New Program Type.

STEP 4c-2. –ASSIGNING PHA LATER / SEARCH FOR PHA

1) You may opt to not assign a PHA at this time. To do so, leave the record in its default state as shown in **Figure 9**.

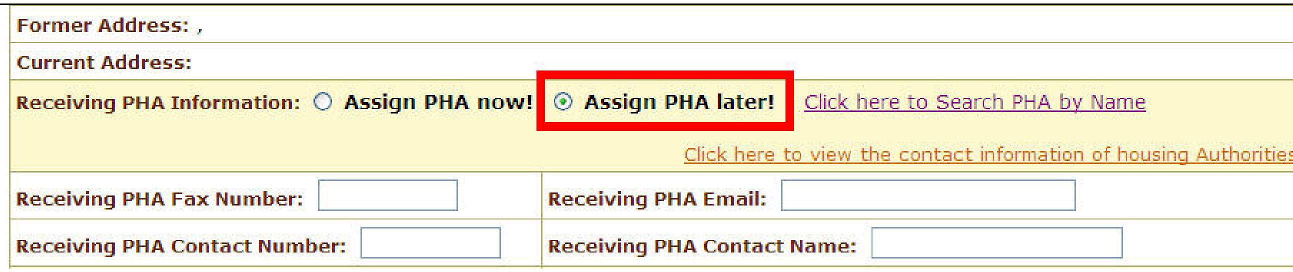


Figure 9. – Select Assign PHA Later to Save Record Without a PHA

STEP 4c-3. – ASSIGNING PHA / SEARCH FOR PHA

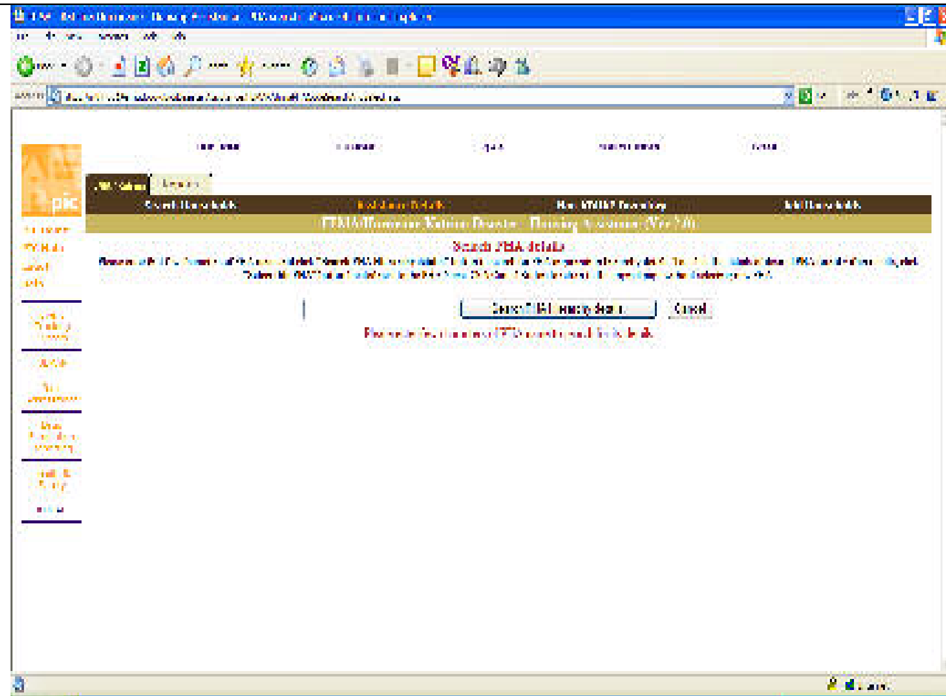
1) 1) Select Assign PHA Now! to .fill out all PHA information. (See Figure 10)

2) To search for the PHA codes and organization details, click on the Link “Click here to Search PHA Information”



Figure 10. – Select Assign PHA Now to Save Record with a PHA

STEP 4c-4. –SEARCHING FOR A PHA BY NAME

3) To search type in first few characters of PHA name and click search (See Figure 12.) (At least 3 characters are required for successful search.)	 **Figure 12. – Search for a PHA**

4) Chose the appropriate match from the displayed list, and click "Select this PHA" button located next to it. (See Figure 13)

Once the "Select this PHA" button has been chosen, information is automatically populated in the main screen. (See Figure 14)

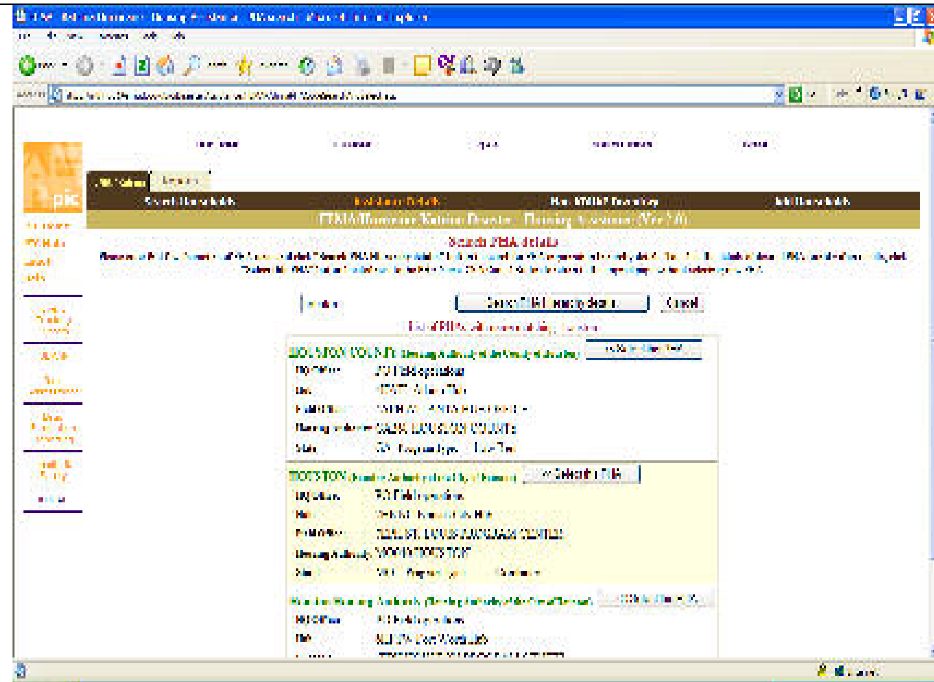


Figure 13. – A List of PHAs with Names Matching The Search Text

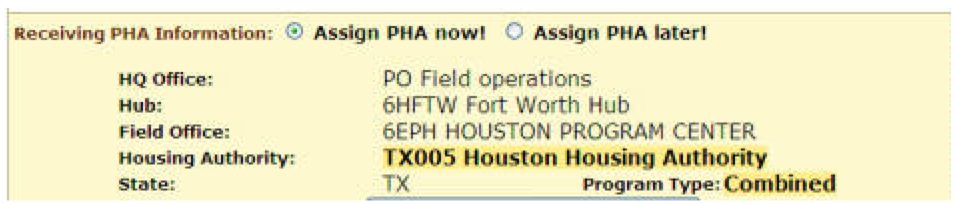


Figure 14. – PHA details populated back in the Assistance Details page.

STEP 4c-5. HA USER ONLY - NEW LEASE INFORMATION

This part of the form is not shown to Guest users (FEMA contractors, etc.)

Figure 15 shows a New Lease Information Section located at the bottom of the form. **This section is available only to HA and HUD users.** This Section can be used to record the lease assistance provided by a PHA to the Household.

FEMA Id and **FEMA Eligibility** are required for a Household to receive Lease Assistance.

Required Fields

1) The only required field on this screen is **Fair Market Rent (FMR).**

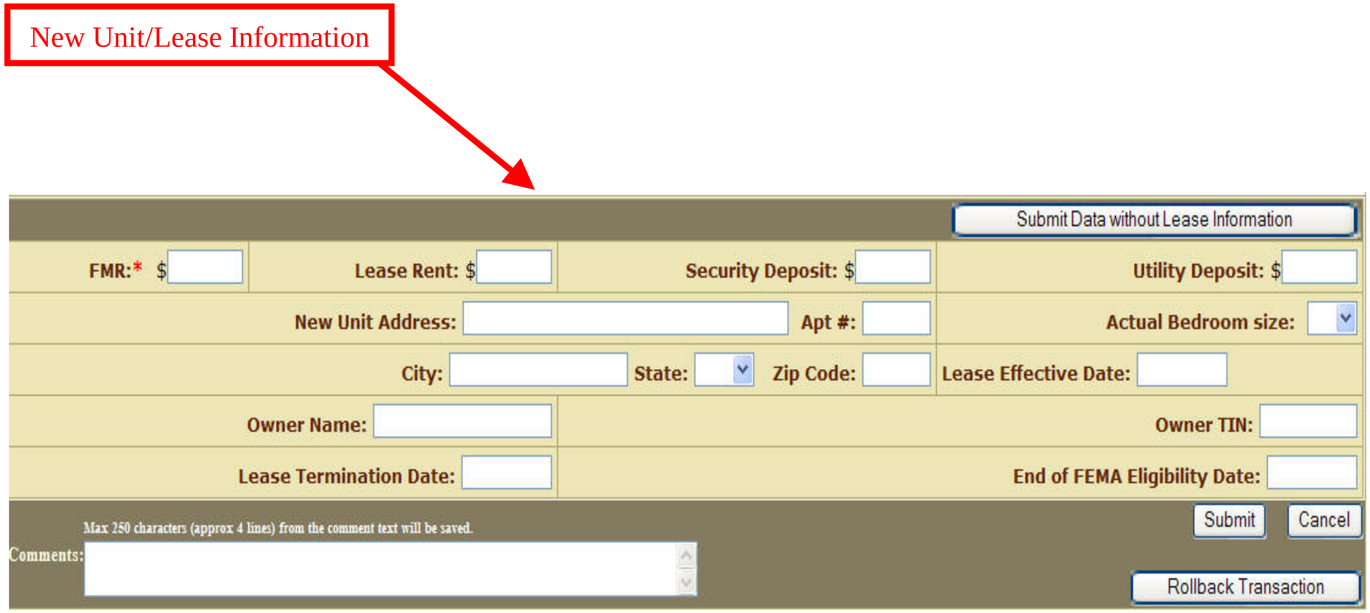


Figure 15. – Lease information

STEP 4c-6. –SUBMITTIN / FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

1) When you press Submit on the main Assistance Details form, you may receive an error message similar to **Figure 16**.

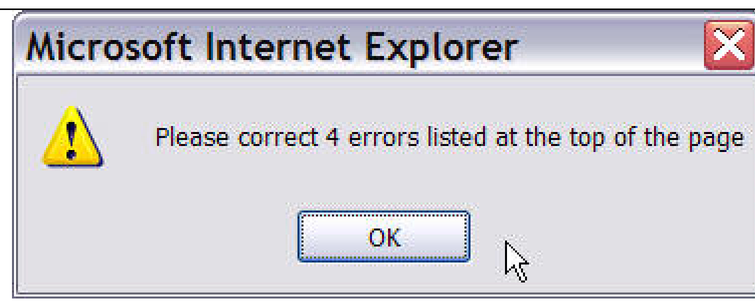


Figure 16. – Please Review Errors at the Top of the Form

STEP 4c-7. –FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

2) To fix this, scroll to the top of the page to view the list of errors. (See **Figure 17**)
3) Fix all the errors and click the **Submit Button** again. Repeat until there are no further errors.



Figure 17. – Review and Fix In the Form the Listed Errors

STEP 5a. –VIEWING RECORDS ALREADY ASSIGNED TO A PHA

1) To search for a record already updated and assigned to a PHA, click on the view and update details link at the bottom of the screen. Alternately you can also select the link "Assistance Details" located at the top to view list of Households assisted by a PHA. Figure 18.

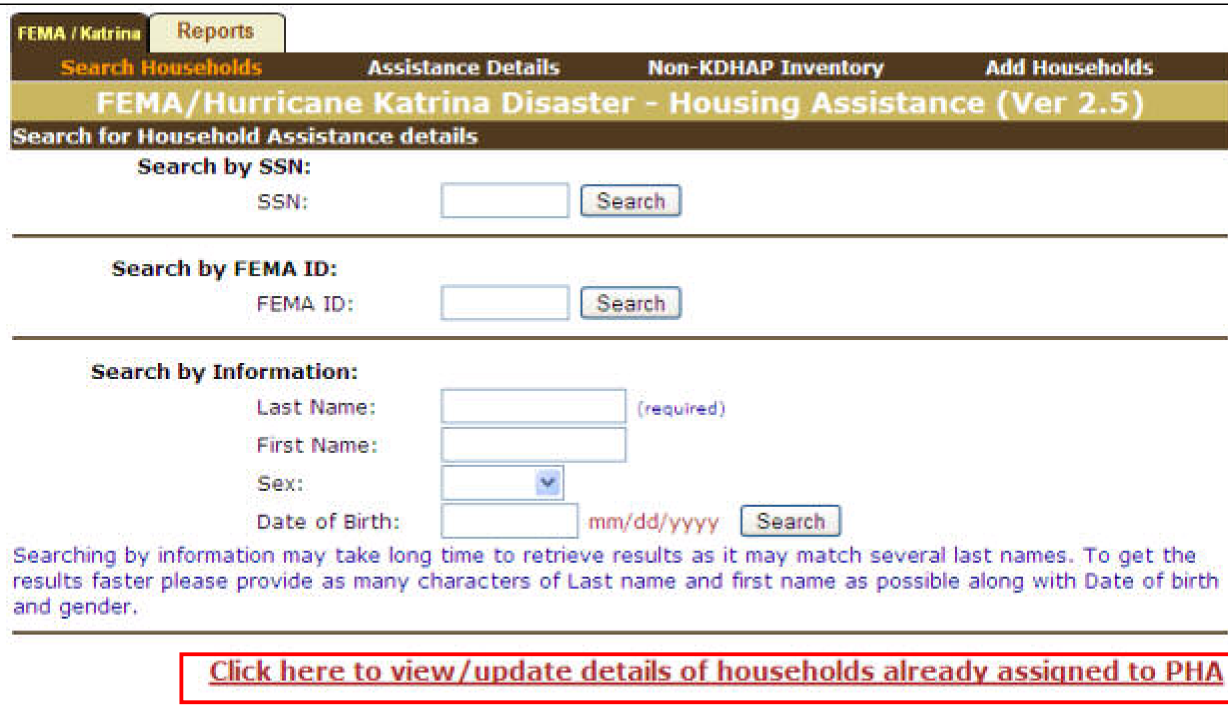


Figure 18 – Click on One of The Links To View Records Assigned to a PHA

2) Upon entering the screen, the PHA information will be displayed empty. Search and Select a PHA using “Search for PHA information” button.
3) Select SSN from the list displayed to view/edit the details of assistance.

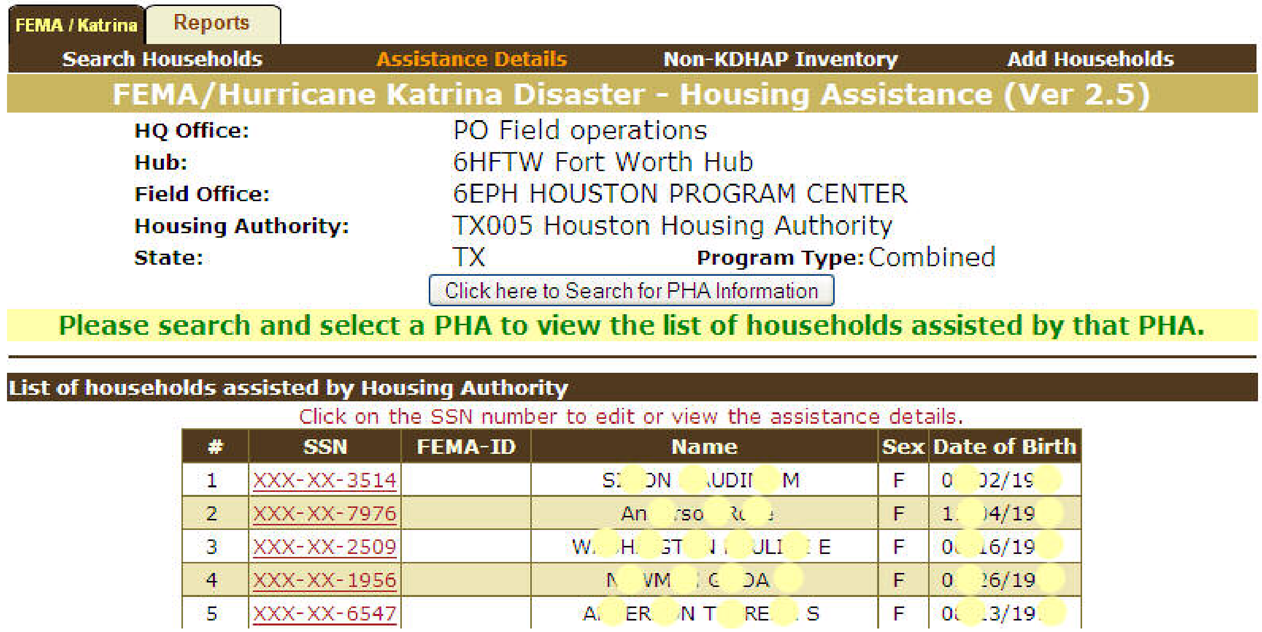


Figure 19 – Click on One of The Links To View Records Assigned to a PHA

STEP 5a. – HA USER ONLY – EDITING AVAILABLE NON-KDHAP UNITS

To view or edit the number of Non-KDHAP units available, click on the **Non-KDHAP Inventory** link from the main screen

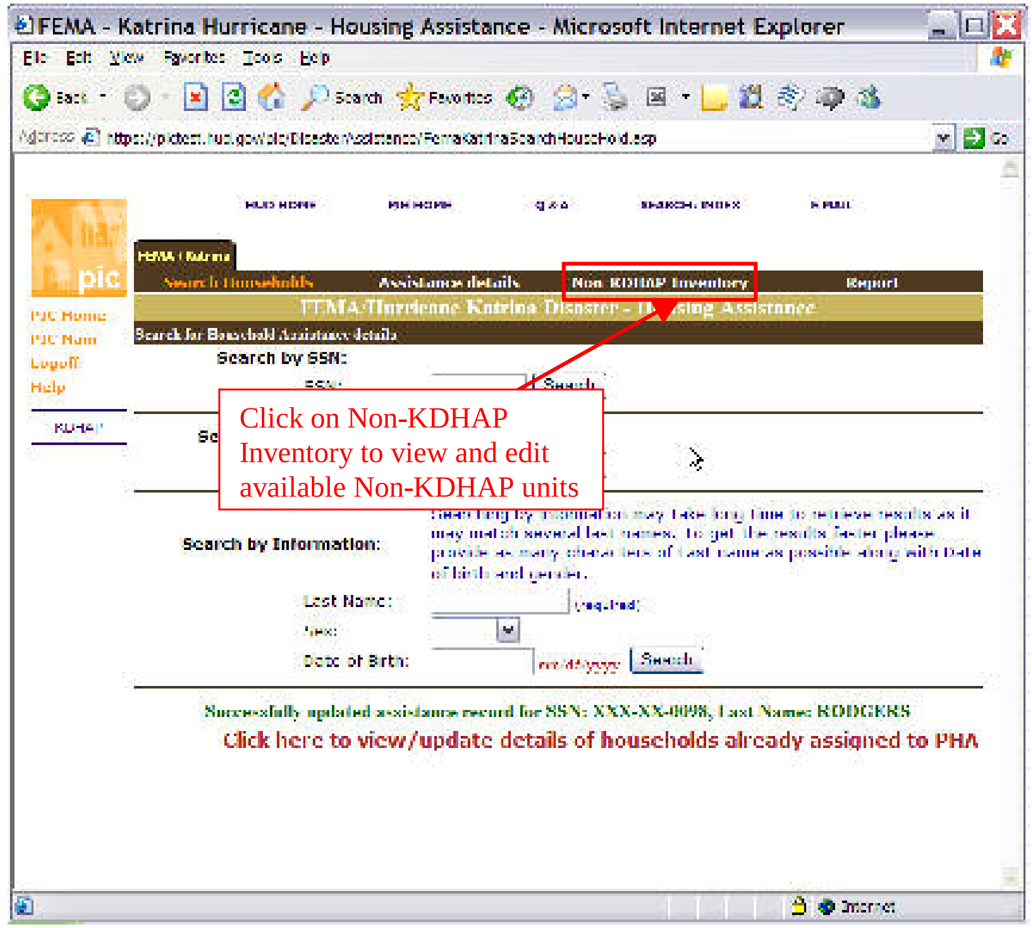


Figure 20. – Click on Non-KDHAP Inventory to View/Edit Non-KDHAP Units

STEP 5b. – HA USERS ONLY – UPDATING AVAILABLE NON-KDHAP UNITS

1) To update the number of Non-KDHAP units available, Update the fields in the selected area as appropriate and click save.
2) This will return you to the same screen with a message indicating it was successfully

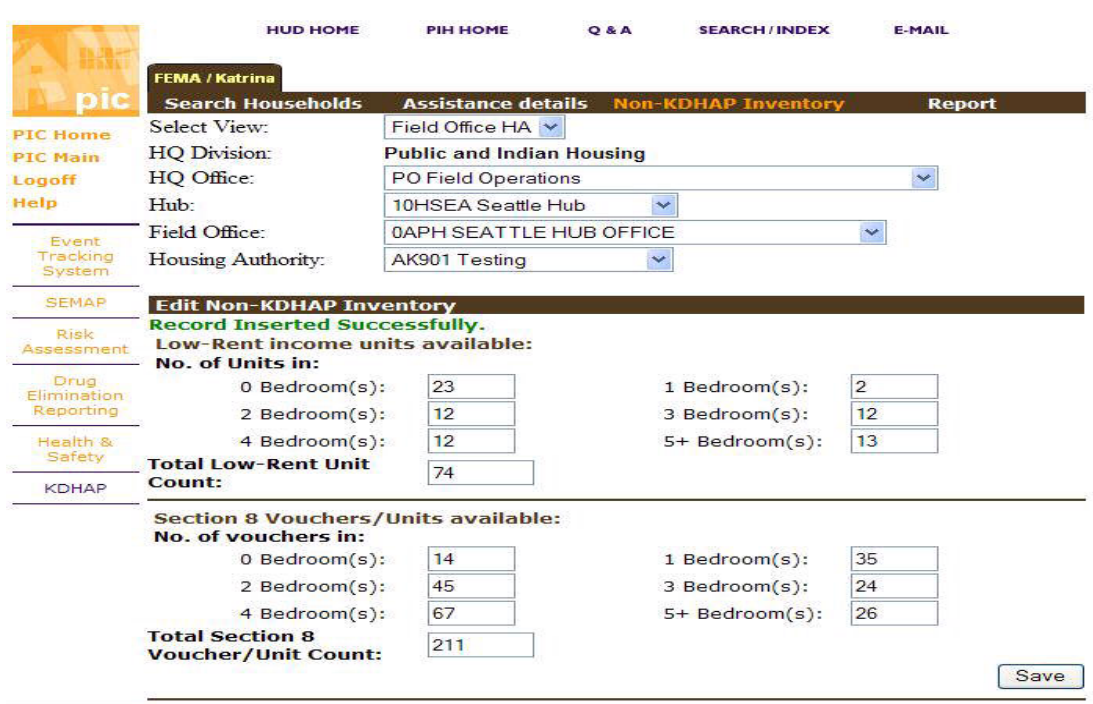


Figure 21. – Click on Non-KDHAP Inventory to View/Edit Non-KDHAP Units

STEP 6a . –ADDING HOUSEHOLDS (FEMA USERS)

1) When adding a new household, from the main screen click on **Add Households** link located at the top in brown bar.

2) Fields marked with asterisks (*) are required fields.

3) Initial PHA is required when Old Family category is “PH” or “VO”

4) Click **Submit** to save the new Household record.

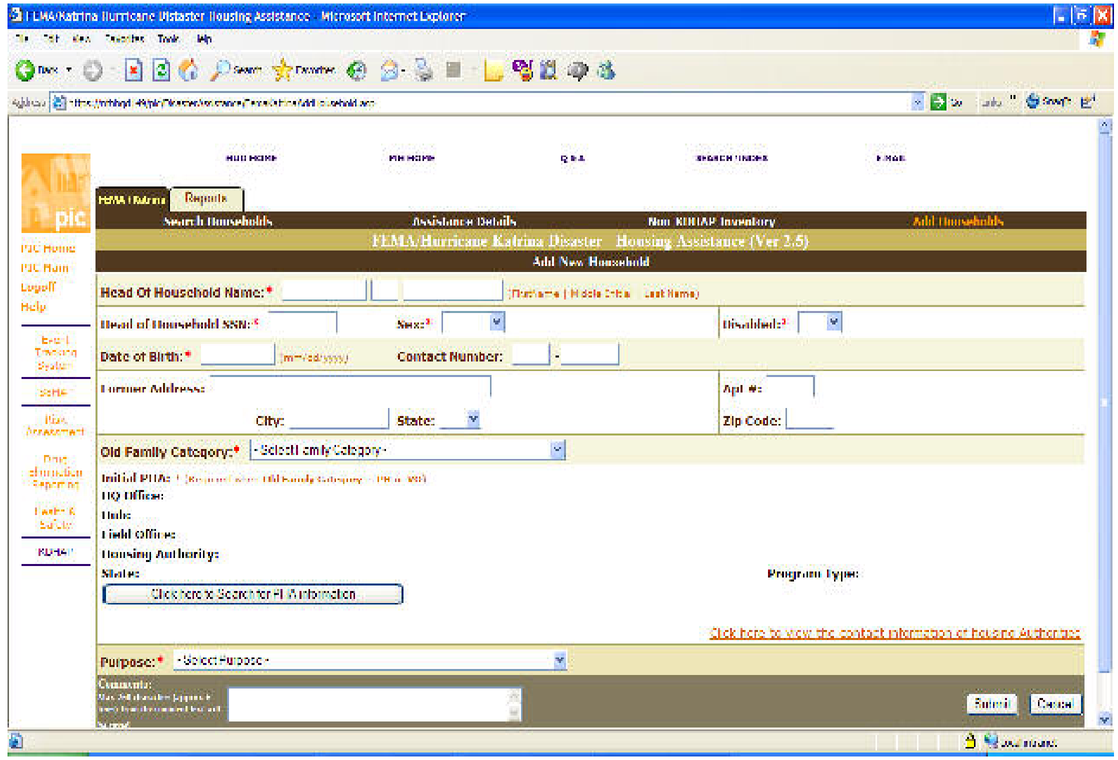


Figure 22. – Adding Households for broken families

STEP 6b – ADDING AND APPROVNG NEW HOUSHOLDS FOR HUD USERS

1) HUD users have full access to the “Add New Households” screen inclusive of adding and approving. Refer to Figure 22 for instructions on adding new households.

2) When approving households, click on the “Approve Households” button which will take you to the following screen.

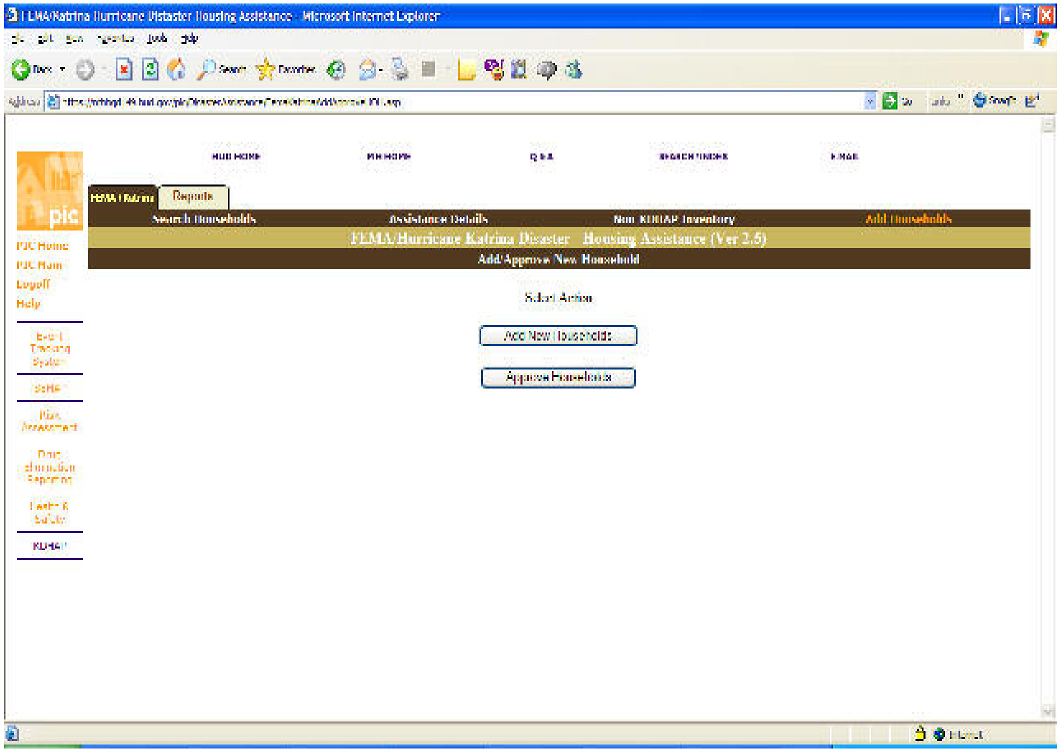


Figure 23. – Adding new households for HUD users

1) Upon completion of approval click on the “Approve” button.

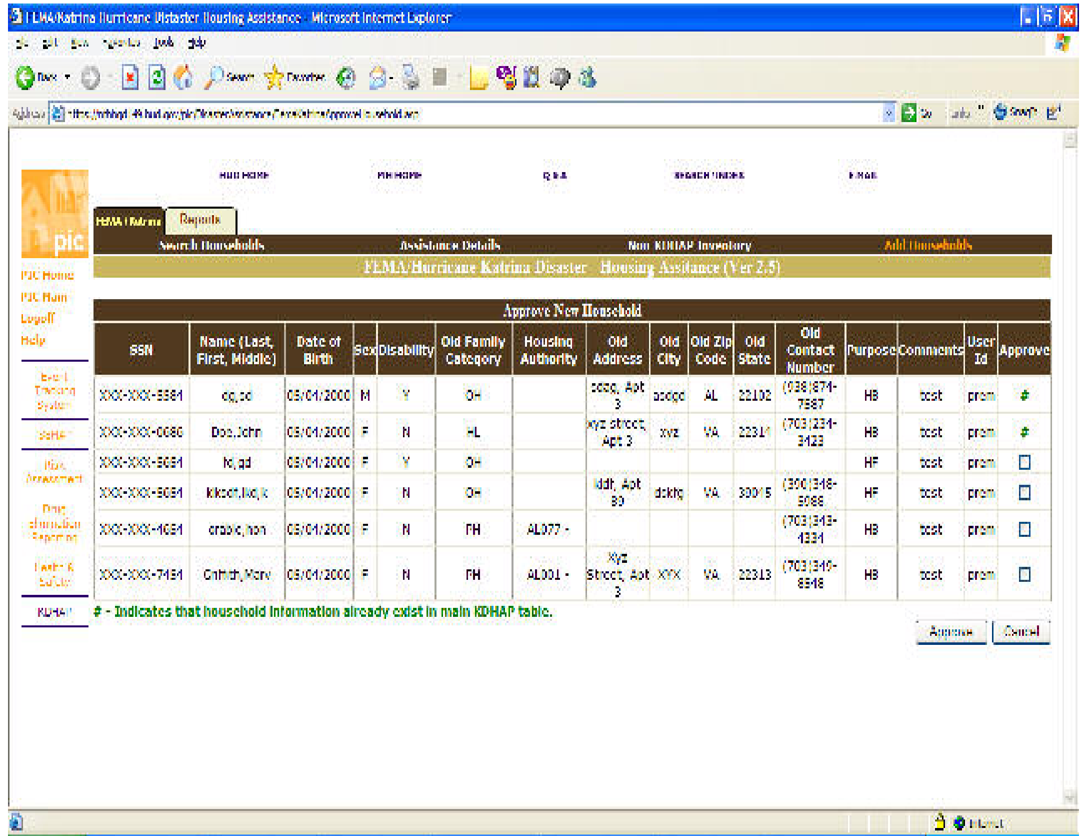


Figure 23. – Approving New Households

STEP 7a. – OPENING THE REPORT SCREEN

1) Click on the **Report** link to open the Report Screen.

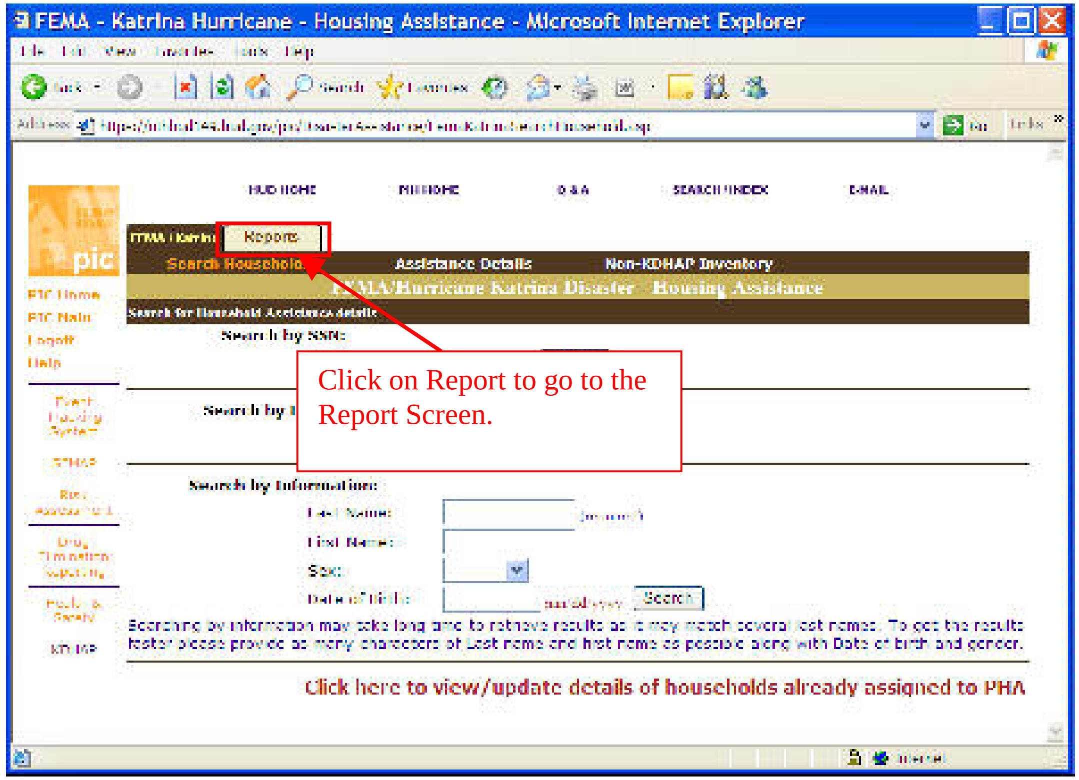


Figure 25. – Click on Report to Open the Report Screen

STEP 7b-1. – RUNNING TRANSACTION REPORT

1) Use the drop down fields to select the HA to report on. (See Figure 18)
2) Once the HA is selected, check the desired boxes of the fields to view on the report.
3) When all the fields that should be in the report are added, click the **Show Report Button**.
4) Additionally, an excel spreadsheet that is comprised of the data withn the report can be viewed by clicking on "Download Excel" See Figure 26.

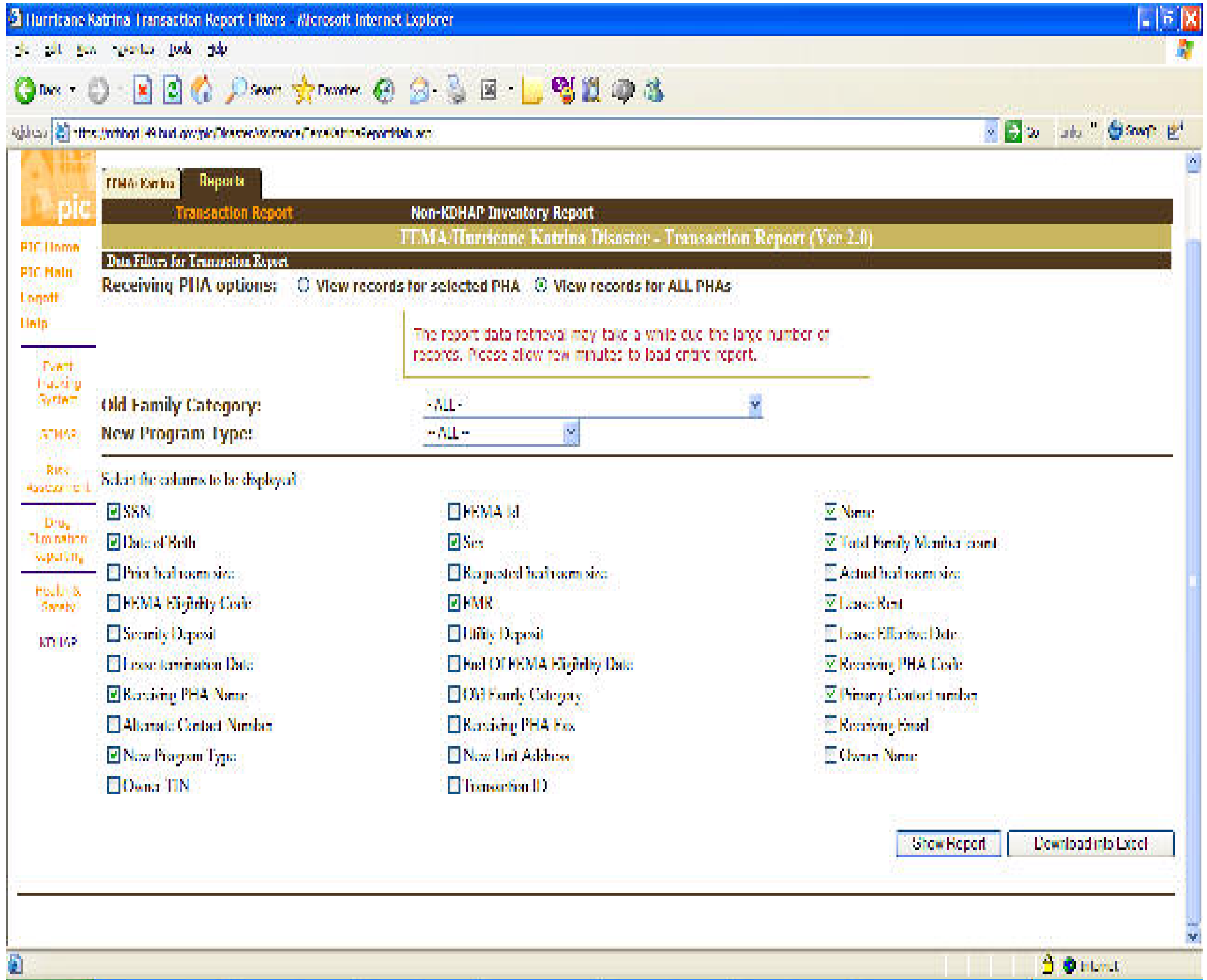


Figure 26. – Select the HA to Report on and Check Boxes for Fields in the Report

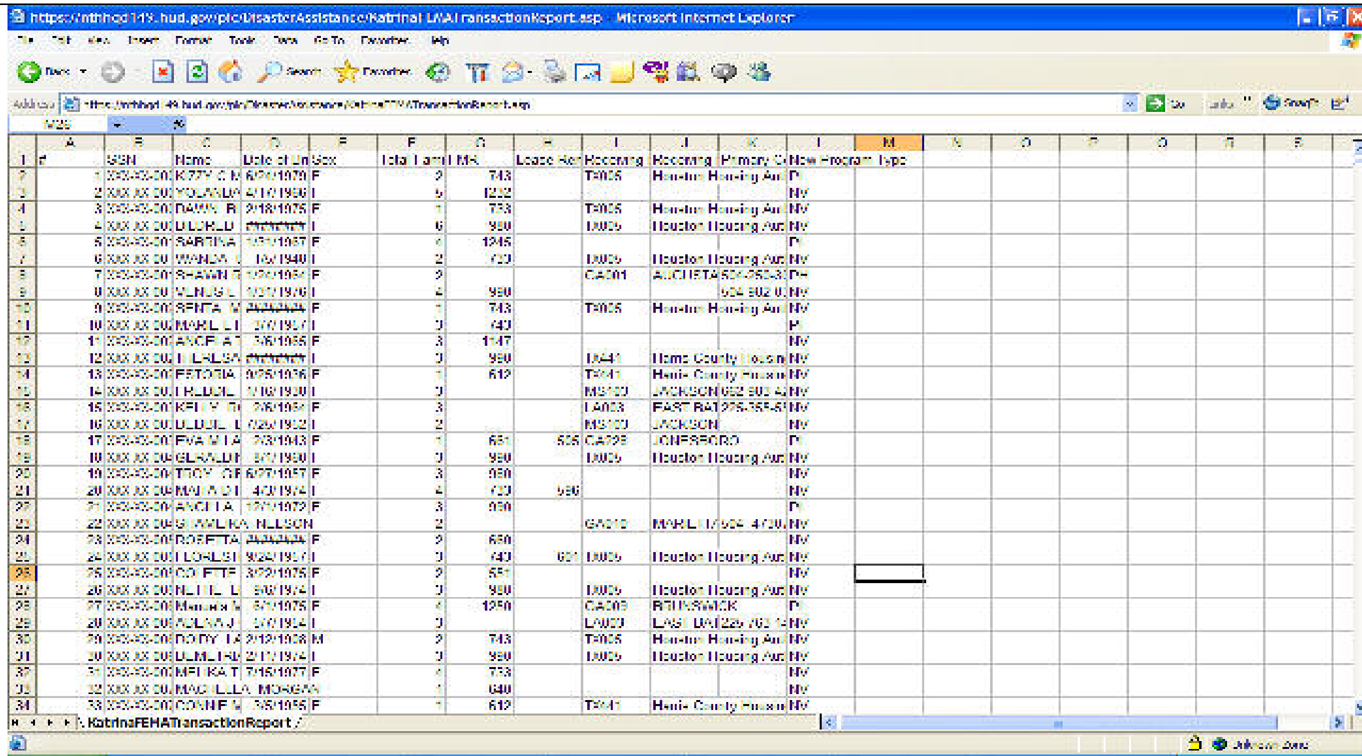
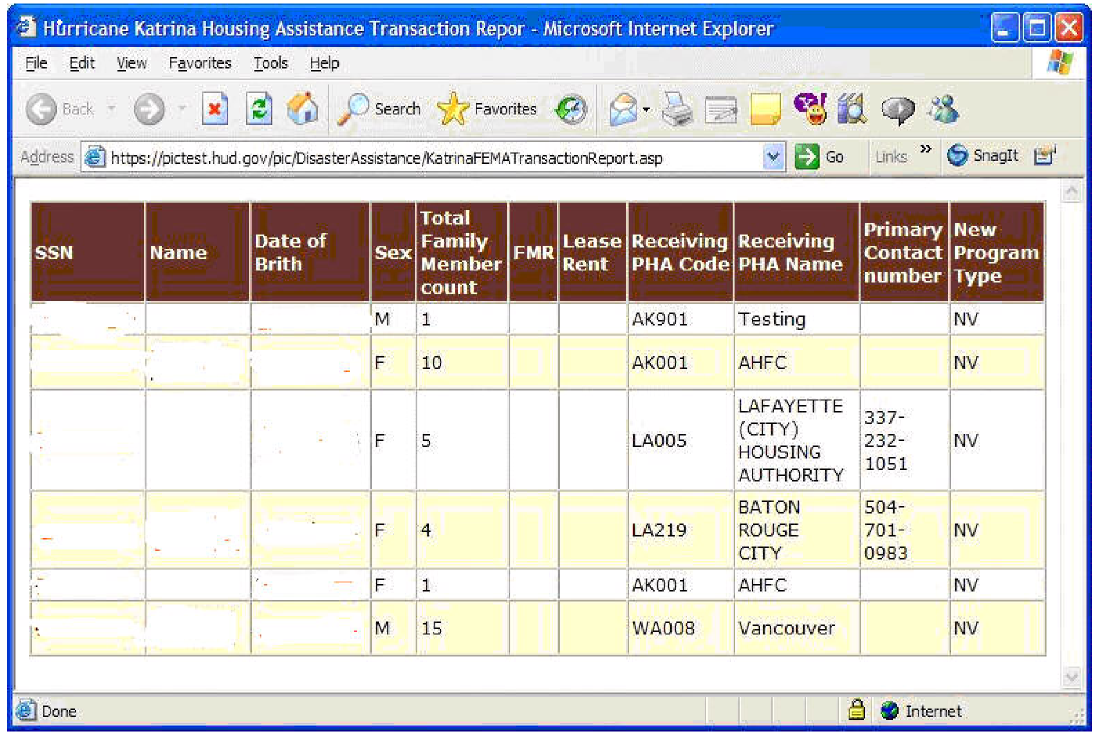


Figure- 27 Downloaded Excel spreadsheet

4) The generated report will open in a new Browser.
5) Print, Save, or Copy the report as required.
6) To go back to the KDHAP system, close the Report Window.



SSN	Name	Date of Brith	Sex	Total Family Member count	FMR	Lease Rent	Receiving PHA Code	Receiving PHA Name	Primary Contact number	New Program Type
			M	1			AK901	Testing		NV
			F	10			AK001	AHFC		NV
			F	5			LA005	LAFAYETTE (CITY) HOUSING AUTHORITY	337-232-1051	NV
			F	4			LA219	BATON ROUGE CITY	504-701-0983	NV
			F	1			AK001	AHFC		NV
			M	15			WA008	Vancouver		NV

Figure 28. – The Report is Opened in a New Window

STEP 7c. – RUNNING NON-KDHAP INVENTORY REPORT

1) To display a Non-KDHAP inventory report, click on the Non-KDHAP inventory link. ..

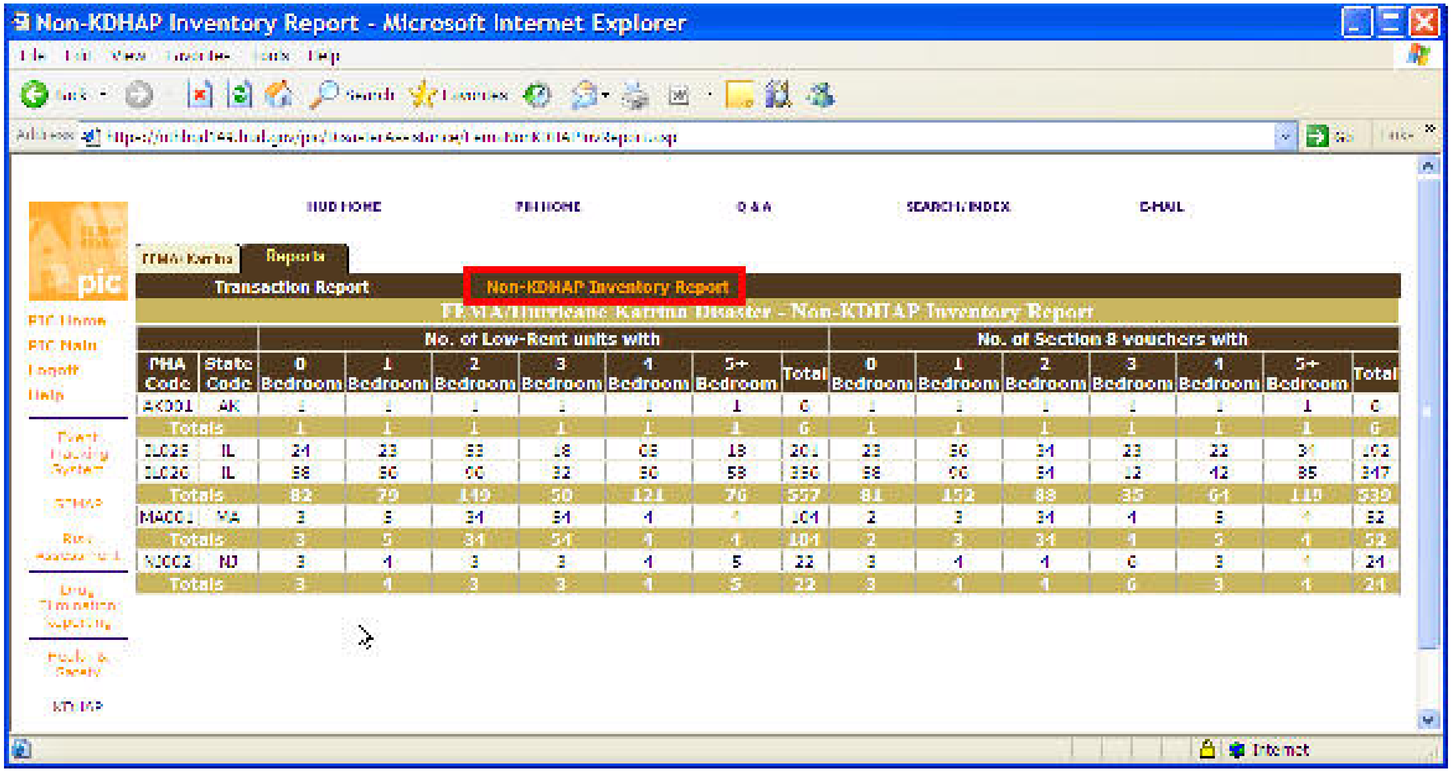


Figure 29. – Non-KDHAP Inventory Report

STEP 7d. – RUNNING NEW HOUSEHOLDS STATUS REPORT

1) To view the status of Newly Added Households
2) Select appropriate view to list the records.

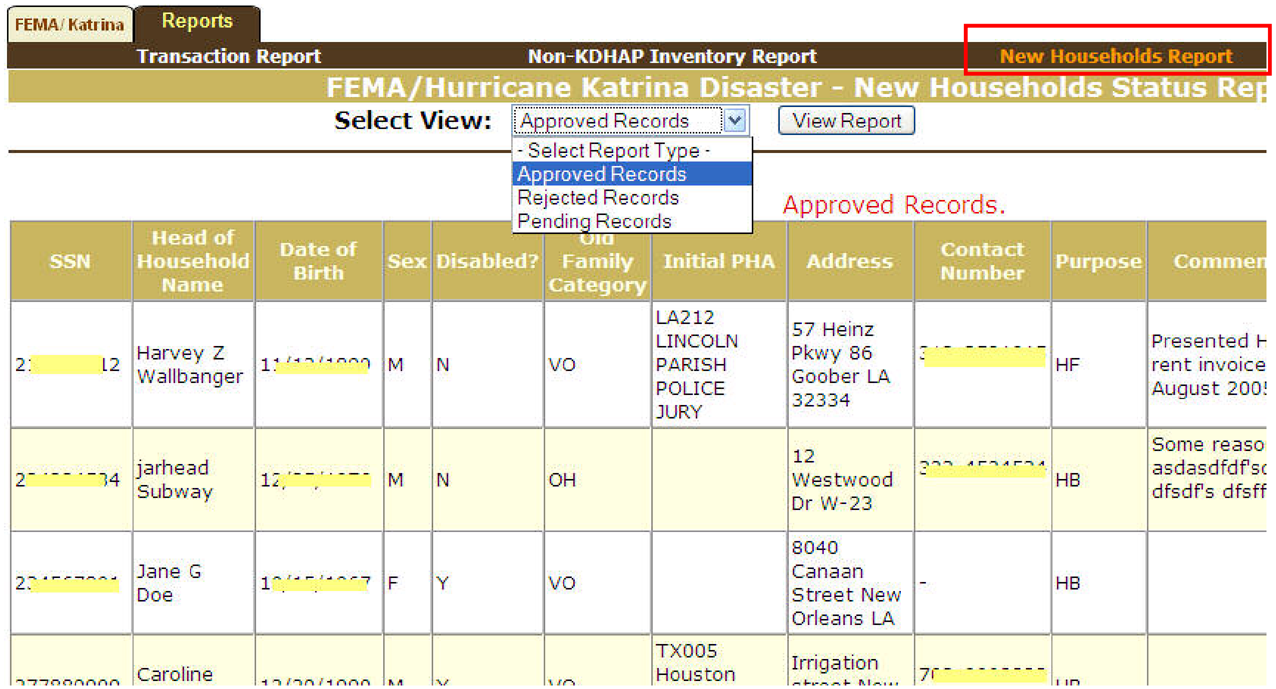


Figure 30. – New Households Status report

APPENDIX A – KDHAP SECURITY ADMINISTRATION Q& A

Setting up users in KDHAP *Users accounts are set up in KDHAP by users who are designated as Security Administrators in PIC and PICTEST. If you are a Security Administrator, you will have a PICTEST menu option under "PIC Maintenance" called "Security Administration". If you do not have such a menu choice, this appendix does not apply to you.*

Introduction: There are two steps to setting up a user in PICTEST1 to work on KDHAP. A user account must be created. For KDHAP, all user accounts will be created as "Guest" users in the REACS Division of headquarters.

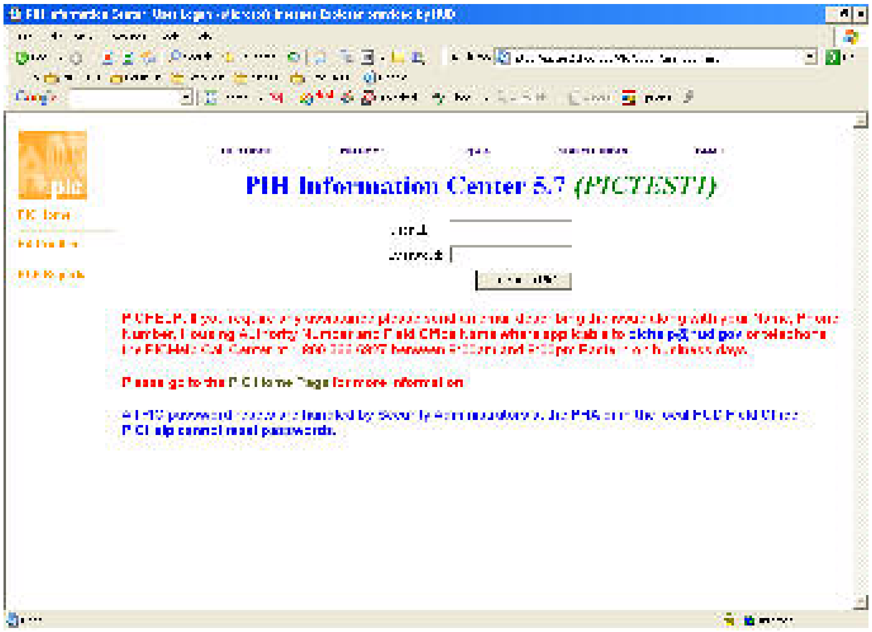
Always logon to PICTEST using:

https://pictest.hud.gov/PIC/Logon/userlogon.asp

You will be asked to authorize a certificate. Click "Yes".

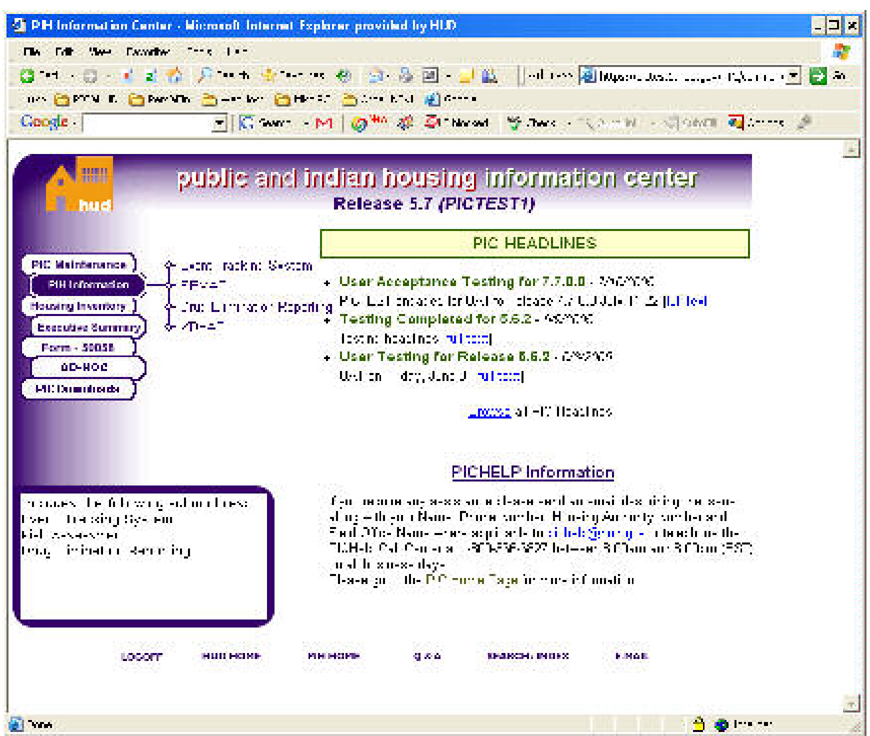


The PICTEST1 Logon screen appears next.



Enter the User ID and password and clock “Logon to PIC”.

The PIC Main menu appears (the menu choices vary depending on your individual access rights).



Q: How can I add a new contractor user in PIC?

A: First the user account must be created (if it does not already exist).

- Select "PIC Maintenance" and "Security Administration".
- Select View "Division User".
- For contractors, select HQ Office "REACS" (bottom of pull-down list).
- Select "Create New PIC User".
- Select "Guest User" (for all non-HUD contacts and contractors).
- Enter user information (Last name, First name, Middle Name or Initial).
- User ID (system generated) = first initial, middle initial (or "x") and first six or less letters of user's last name in lower case. (If the same User ID is already in use, the system will add "01" or next sequential number to ID when saving).
- If user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in "User Profile".
- Initial password should ALWAYS be "Password1" (note upper/lower case).

Q: How can I add a new HA User in PIC?

A: First the user account must be created (if it does not already exist).

- Select "PIC Maintenance" and "Security Administration".
- Select View "FO HA User".
- Select the appropriate Hub from the pull-down list.
- Select the appropriate Field office (if there is a pull-down list; some do not have one).
- Select the Field Office HA (public housing authority) from the pull-down list.
- Select "Create New PIC User".
- Select "HA User" for HA staff members.
- Enter user information (Last name, First name, Middle Name or Initial).
- User ID (system generated) = first initial, middle initial (or "x") and first six

or less letters of user's last name in lower case. (If the same User ID is already in use, the system will add "01" or next sequential number to ID when saving).

- If user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in "User Profile".
- Initial password should ALWAYS be "Password1" (note upper/lower case).

Note: Once the user account has been created, regardless of user type, the Security Administrator must grant access rights in individual PIC submodules before the user can access any useful information or do work in PIC.

We will grant the following rights to users:

TAC Staff (User Type: "Guest User"):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	HA Security Admin	HQ Division
PIH Information	KDHAP	Submit-Modify (Guest)*	HQ Division
Executive Summary	Executive Summary	HA General Read	HQ Division

Non-HUD Contractors (e.g. NELROD) (User Type: "Guest User":

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	KDHAP	Submit-Modify (Guest)*	HQ Division
Executive Summary	HA Executive Summary	HA General Read	HQ Division

HA Staff (User Type "HA User"):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	KDHAP	Submit-Modify (HA)*	Field Office HA *(select their hub and HA Code)*
Executive Summary	Executive Summary	HA General Read	Field Office HA *(select their hub and HA Code)*

Note: "Submit-Modify" function is split into two roles: one for contractors to submit only the family details and HA assignment part of the form:* ***Submit-Modify (Guest)* *and one for HAs to submit all of the form:* ***Submit-Modify (HA)***.

Q: How can I change a user's access rights in PIC?

A: *Note: New users have no rights in PIC submodules until the Security Administrator specifically assigns rights to them.*

- Access the PIC Security Administration sub module.
- Select View "Division User" or "FO HA User" as appropriate.
- For contractors (Guest Users):
  - Navigate to the "REACS" division Select the appropriate Hub from the pull-down list.
- For HA Users:
  - Select the appropriate Hub from the pull-down list
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
  - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Select the applicable module and sub module (from the pull down lists).
- Choose "Add role".

- Add the appropriate role from the pull-down list (see the chart above).
- Select Security Type (“HQ Division” for contractors, “Field Office HA” for HA users).
- Highlight the Division “Public and Indian Housing” for contractors,
- Select the appropriate Hub from the pull-down list.
- Select the appropriate Field office (if there is a pull-down list; some do not have one).
- Select the Field Office HA (public housing authority) from the pull-down list. (To highlight more than one HA, hold down the <Ctrl> key while clicking the HA Code.)
- Click “Save” to complete adding the role.   Repeat for any remaining roles and submodules that are needed.
- To remove a role, put a check mark in the box under “Remove” then click “Remove role” and confirm it when asked.

Q: **How can I remove a user from PIC?**

A: *Note: Once users have been added to PIC, for accountability reasons they may not be deleted. Instead they are made “inactive” which completely removes their access to data.*

- Select “PIC Maintenance” and “Security Administration”.
- Select View “Division User” or “FO HA User” as appropriate.
- For a contractor:
  - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
- For HA Users:
  - Select the appropriate Hub from the pull-down list
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
  - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.

- Click “Modify User” (upper right).
- Under “User Details,” click the “No” button beside “Active Indicator”. This makes the User’s account inactive. (The process can be reversed by changing it back to “Yes” to make the user active again.) A user can also be made inactive by changing the “Expiration Date” to a date before today’s date. (This can also be reversed by changing the Expiration Date to a date later than today.) *To be active, a user must be active in both ways (by having a future Expiration Date and where Active Indicator = “Yes”).*